General Instructions for Planning and Ordering ISDN Voice Service Using the Terminal Package Attachment

1. Determine which NIUF Terminal Packages (if any) that your voice terminal equipment can support and the maximum number of call appearances that are available on each terminal when it is configured with the desired Terminal Package.

2. Make a master list of voice terminals (user/location name list). Include all analog (POTS) terminals that will have shared call appearances on ISDN terminals. Identify each terminal and assign it a unique reference name.

3. Make a master list of directory numbers (phone number list). Assign each new directory number a unique reference name.

4. Determine which directory numbers should appear on which terminals. Map the directory numbers to terminals, using the Master Directory Number Worksheet(s). This worksheet lists shared directory numbers between terminals, but does not specify individual call appearance assignments. If analog (POTS) terminals are included, they must be the Primary User/Location for a directory number.

5. Determine the desired call appearance key layout and select a Terminal Package for each ISDN terminal. The Terminal Package defines your feature key assignments; you define call appearance assignments for the remaining keys. Consult your ISDN voice terminal documentation for equipment specific recommendations, limitations, and physical key locations.

6. Identify which terminals will share each ISDN BRI line; note that up to two terminals can share each ISDN BRI line.

7. Complete a Terminal Package Attachment for each ISDN terminal on the BRI line. This form specifies individual call appearance assignments for each directory number on each terminal and also identifies the Terminal Package selected for feature button assignments.

8. Complete the ISDN BRI Order Request Form to specify general ISDN installation information (service address, billing address, carrier selection, etc.). Transmit the completed ISDN BRI Order Request Form with Terminal Package Attachments (one attachment for each terminal on the BRI line) to your service provider. The Master Directory Number Worksheet may also be included for overall installation reference but is not part of the order form.

For service moves and changes, the same forms and procedures may be used; however, actual directory numbers instead of reference names should be used. **For more information on NIUF Terminal Packages, refer to NIUF document 442R2-99, which is available on the NIUF web site.**

Instructions for Completing the Master Directory Number Worksheet

1. Make sure that the End User (Directory) **Name** is the same name that is entered on the ISDN BRI Order Request Form and Terminal Package Attachment.

2. Enter each **Directory Number** associated with this job (if known) in Column 1 and assign each a unique **Reference Name** in Column 2. Typically reference names will reflect the user name or location where the number appears as a Primary Directory Number. If a user or location has more than one directory number, assign them unique names (e.g., Mary Jones #1, Mary Jones #2). Enter the **Primary User/Location** Name in Column 3. This is the only terminal where the number appears as a Primary Directory Number.

3. For each directory number, list all other terminals that share that directory number on one or more call appearances in Columns 4-10. Names should be entered *exactly* as they are listed in Item 1a of the Terminal Package Attachment. If analog (POTS) terminals are included, they must be only designated as the Primary User/Location (in Column 3) for a directory number. Up to 15 additional terminals can share a directory number with the Primary User/Location. Use a second sheet for additional terminals, if needed.

If reference names are used to designate new directory numbers, make sure that the names listed on the Master Directory Number Worksheet are used consistently on all other forms.

Master Directory Number Worksheet, ISDN Voice Terminal Service

Customer Name: **Sheet**   **of**

Directory Number	Reference Name	Primary User/Location	Terminals Sharing Directory Number with Primary User/Location						
			1	2	3	4	5	6	7
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Instructions for Completing the ISDN BRI Order Request Form,
Terminal Package Attachment

1. Copy from the ISDN BRI Order Request Form: (a) End User (Directory) Name from item 3.1, (b) Order Date from item 1.2, (c) *Order No./Agent No.* from item 2.5.

2. **(a) User/Location Name** is the name assigned to this terminal for customer reference, (b) SPID# (1 or 2) is a reference number needed for order confirmation. Enter "1" for the first terminal on the BRI and "2" for a second terminal (if any)

3. Enter the desired **NIUF Terminal Package** for this terminal. Allowable assignments for voice terminals using this ordering form must have the prefix "TP" (e.g. TP-1, TP-2). Only one Terminal Package may be selected. This selection specifies the ISDN feature button assignments for this terminal.

4. For **Other User/Location Name on this BRI**, enter the Primary Directory Number (PDN) or name of the other terminal (if any) sharing this Basic Rate Interface (BRI). A maximum of two terminals may be configured on a single BRI using this form. The other terminal will share a connection to the ISDN line through a common NT1 device. If new directory numbers have not been assigned, enter the user or location name that will be sharing this BRI.

5. For Terminal Packages that have Call Forwarding Interface Busy and Call Forward Don't Answer features (e.g. TP-2 and TP-4), enter the desired directory number (or reference name) to which applicable calls will be forwarded. Call forwarding applies only to the Primary Directory Number of the terminal. Separate forward-to numbers may be entered for busy and don't answer call forwarding. No entry is required for the Call Forward Variable feature, since the user sets the variable forward-to number on the terminal after installation.

6. For Centrex Terminal Packages, you must specify a Centrex Group and Pickup Group. (a) The **Centrex Group** is a common name assigned to a group of terminals sharing an internal Centrex dialing plan. Typically, you may have to dial an extra digit (such as "9") to place calls outside your Centrex Group. (b) The **Pickup Group** is a group of terminals that share Call Pickup privileges. A ringing call at any terminal in the Pickup Group may be answered with either the Group Call Pickup or Directed Call Pickup feature button. If your service provider has not assigned Centrex and Pickup Group names, select reference names for each group and use them consistently on all forms.

7. In the **Call Appearance Map** table, enter the **Directory Numbers** that you wish to appear on each call appearance button on your terminal. The directory number assigned to Button 1 will be your Primary Directory Number (PDN). If new directory numbers have not been assigned, enter a unique reference name for each directory number (e.g., Mary Jones) in the top half of the box, leaving room to enter a DN below it when assigned. Make sure that identical reference names are used to indicate shared call appearances on different terminals. To indicate multiple call appearances of the same directory number, enter the same name or number on sequential CA Number lines. NOTE: Multiple call appearances of the same directory number must appear sequentially; you cannot skip buttons or put other numbers between multiple call appearances. A maximum of 16 call appearances of the same directory number is allowed.

   For each directory number, indicate whether that call appearance will be reserved for **Out Only** (outgoing calls only). In this case, incoming callers dialing that directory number will receive busy tone from the network and will not ring your terminal. NOTE: Out Only must have the same setting (YES or NO) for all call appearances of the same directory number. Your service provider may require that you configure at least one call appearance for Out Only to minimize call collisions and ensure that you can always transfer calls, regardless of the number of simultaneous incoming calls.

   CAUTION: Call appearances assigned to secondary-only directory numbers (DNs that do not appear as a PDN on any terminal) may not have access to all features that are available to primary (or shared primary) call appearances on some networks. In general, secondary-only call appearances should not be used to access call pickup, camp-on, park, and in some cases, call transfer.

   For each directory number, indicate if that DN is shared. A **Shared DN** is a directory number that is also assigned to one or more call appearances on any other terminal. NOTE: Shared DN must have the same setting (YES or NO) for all call appearances of the same directory number.

ISDN BRI Order Request Form, Terminal Package Attachment

1a. End User (Directory) Name: _____ **1b. Order Date:** _____

1c. *Order No./Agent No:* _____

2a. User/Location Name: _____ **2b. SPID# (1 or 2):** __

3. NIUF Terminal Package: TP- __

4. Other User/Location Name on this BRI: _____

5a. Call Forward Busy DN: _____ **5b. Call Forward Don't Answer DN:** _____

6a. Centrex Group: _____ **6b. Pickup Group:** _____

7. Call Appearance Map

CA Number	Directory Number	Out Only	Shared DN	CA Number	Directory Number	Out Only	Shared DN
1 (**PDN**)				21			
2				22			
3				23			
4				24			
5				25			
6				26			
7				27			
8				28			
9				29			
10				30			
11				31			
12				32			
13				33			
14				34			
15				35			
16				36			
17				37			
18				38			
19				39			
20				40			